

Provider Bulletin

Senior Whole Health LLC
March 13, 2024

Optum-Change Healthcare outage

Senior Whole Health, LLC (SWH) is advising our providers of a critical outage of our third-party vendor, Optum-Change Healthcare (CHC), resulting in impacts to *Electronic Claims Submission, Payment and Settlement Services*.

Status update

Eligibility Verification

SWH has reestablished member eligibility verification (270/271) services using SSI Group, our alternate clearinghouse. In addition to online verification with SSI Group, eligibility verification continues to be available via the Availity Essentials portal, the SWH Contact Center and IVR. SWH's member eligibility continues to be updated timely.

Reminder

Claims submission

Providers utilizing **CHC** to submit claims to SWH prior to this outage may now do so via our alternate established connection with **SSI Claimsnet, LLC** ("SSI Group")* clearinghouse or another clearinghouse of their choice. Providers not directly utilizing **CHC** can and should continue utilizing their current clearinghouse for claims submission. Our Availity Essentials provider portal solution was not impacted by this outage and remains available as another option to key in claims for submission.

Providers can register with SSI Group for claim submission via Claimsnet's Provider Registration Form located online at <https://products3.ssigroup.com/ProviderRegistration/register>.

Providers can register with Availity Essentials to key in claims for submission at <https://www.availity.com/molinahealthcare>.

During this transition, we encourage all our providers submitting paper claims to explore our electronic submission options.

For those providers who have submitted electronic claims to SWH via a clearinghouse on or after 2/21/2024 and have not received acknowledgment from SWH of receipt, we advise resubmitting those claims as soon as possible. This statement does not apply to any providers submitting directly to

SSI Group, UHIN, TMHP, COBA, Ohio Medicaid Enterprise System (OMES) or via our Availity portal solution.

Provider payments

SWH has established a direct connection with ECHO, a **CHC** partner, to resume provider payment processing. ECHO has not been impacted by this outage. Payments have resumed and will be processed in the order received.

835 Electronic Remittance Advice files and Explanation of Payment

835 Electronic Remittance Advice (ERA) files and Explanation of Payment (EOP) will continue to be available on providerpayments.com. Please note there may be slight changes to the format of the EOP; however, all required data elements are included.

Questions?

We understand that the **CHC** outage can disrupt you and your practice. SWH is in regular contact with CHC, ECHO, SSI Group and Availity Essentials to help mitigate this outage, and we will continue to update our provider community regarding this situation. We appreciate your patience and understanding during this unprecedented time of disruption. Thank you for your continued partnership.

All questions should be directed to SWH's provider contact center or your local Provider Services representative. [Click here](#) to visit the contact page.